

POS – Quality Assessment and Data Control

Purpose: This document describes the important day-to-day operations and procedures of Data Control and / or Operations Technicians.

Identification of Roles: Data Control and Operations Technicians

Performance Standards: Update the formulary file within one (1) business day of receipt of the file from the drug update vendor or receipt of online updates from DHS. Provide update, error reports, and audit trails to DHS within one (1) business day of completion of the update. Identify and correct any errors on the formulary file within one (1) business day of error detection. Provide the quarterly drug listings to DHS by 10:00 AM of the fifth (5th) business day after the end of the quarter.

Path of Business Procedure:

Step 1: Loading Files into Point of Sale (POS) Claims Processor

- a. There are several updated data files that must be loaded into the POS Claims Processor on a regular schedule. This chapter describes how and when to load these files, as well as how to verify the data is loaded properly. The table below shows the schedule by which the files in this section are loaded.

DATA FILE	FREQUENCY	WHEN TO LOAD (CST)	NOTES
Member Eligibility	Daily, Monday thru Friday	Monday – Friday before 9:00 CST	Monthly full file update
Member Lock-in Data	Daily, Monday thru Friday	Monday – Friday before 9:00 CST	
Provider File	Daily, Monday thru Friday	Monday – Friday before 9:00 CST	
Provider / NABP Crosswalk	Daily, Monday thru Friday	Monday – Friday before 9:00 CST	
Medically Needy Adjustments	Every Monday, Wednesday, Friday		Requires manual entry of partial claims.

MediSpan Drug List	Weekly	Thursday before 9:00am CST	
TPL History Only Adjustment	Weekly		
Paid Pharmacy Claims	Monthly. 2 nd Monday minus 3 days and 4 th Monday minus 3 days		
State MAC's	Monthly		
PDL Update	As Needed		

Step 2: Loading MediSpan Drug File

- a. The MediSpan drug file is received weekly on a Compact Disk (CD) from MediSpan. The drug file contains clinical information on a drug as well as pricing. This file is accessed at several points during the claims adjudication process. A Data Warehouse technician is responsible for loading the drug file into the Data Warehouse. After this is done they will notify the Data Control Technician responsible for loading the drug file into the Prior Authorization (PA) system. When this confirmation is received, the drug file can be loaded into the PA system.

Step 3: Moving Drug File to Claims Processor Folder

(NOTE: File locations may vary. Check with an Operations or Data Control Supervisor to verify the correct file locations.)

- a. Go to the directory [\\Ozilla\incoming\MDDb\UPD](#).
- b. Find the files named MDDb, MDDbGPPC, and MDDbGPRR.
- c. Press and hold the CTRL key and click on these three files to select them.
- d. Copy these files by pressing CTRL + C or by left clicking the files and choosing *Copy*.
- e. Go to the directory [\\IMEPOS\load\incoming](#)
- f. After this folder is open, copy the files by pressing CTRL + V or left clicking in the folder and choosing *Paste*.

NOTE: A prompt may appear asking if you would like to replace the existing file. Choose *Yes to All*.

- g. The three files from Ozilla should appear in the folder and replace the old files.

Step 4: Loading Drug File into Claims Processor

The files now need to be loaded into the claims processor (IMEPOS, IME-TEST, etc).

- a. Open IMEPOS
- b. On the main menu choose OPERATIONS FUNCTIONS. This will open the Operations Menu.
- c. Choose option 5, Load Menu, and then Drug Update From MediSpan on the next screen.
- d. When prompted, type YES, and press Enter. The file is loaded.

IMPORTANT: Do not close the terminal yet. Data displayed on the screen will be needed later.

Step 5: Recording NetTerm Screen Dump

After the job has finished, a copy of the screen dump from step 4 above needs to be pasted into a Word document for future reference.

NOTE: File locations may vary. Check with an Operations or Data Control Supervisor to verify the correct file locations.

- a. Go to the directory [\\Ozzilla\dpdata\Medispan](#) and open the folder for the current month.
NOTE: Data for previous years is kept in sub-folders named for the corresponding year.
- b. Right click on the white space in the folder window and choose *New → Microsoft Word Document*.
- c. A new file will appear. Name the file using the following format:
MediSpan week of <current date mm-dd-yy>.doc. For example MediSpan week of 3/11/05.doc
- d. Open the file. A blank Word document should appear on the screen.
- e. Move back to Netterm and highlight the text on the screen. Copy this text by pressing CTRL + C or right clicking and choosing *Copy*.
- f. Return to the blank Word document and paste the screen dump into the document.
- g. Add the record count and the file date from the MediSpan CD the top of the document. A sample of what this document can be seen in **APPENDIX B: Sample MediSpan Drug File Load Screen Dump**.
- h. Save the document and exit Word.

Step 6: Quality Control

- a. After the drug file is loaded, the Data Control Technician needs to generate a printed report of the data on the MediSpan CD. They will then use this printed report to verify that the drug file data was loaded into IMEPOS properly. If any discrepancies are found, re-load the drug file.

Step 7: Loading Prior Authorization (PA) Data

- a. Loading of PA data into IMEPOS occurs at least 5 times a day, or more often if a load expedite is requested. PA Data is used in the claims adjudication process for authorizing requested drugs that are not in the Preferred Drug List (PDL), and expediting claims processing.

Step 8: Exporting PA Data to OneStep, IMEPOS, RightFax, and OneStep

PA data is exported from Prior Authorization Descision Support System (PADSS) to the various PA process on a daily schedule, shown in the tale below. In addition to this the steps in section 2.2.2 also need to be performed after data is exported form PADSS.

	8am	10am	12pm	2pm	4pm
Data	FAX	FAX	FAX	FAX	FAX

	POS	POS	POS	POS	POS
	Archive	Archive	Archive	Archive	Archive
	OneStep		OneStep	OneStep	

Use the following steps to perform the scheduled exports:

- a. Open PADSS
- b. Choose the type of PA to export to IMEPOS. Available types are FAX, Archive, POS, and OneStep.
IMPORTANT: To properly load all PAs into IMEPOS an export will need to be performed for each type of PA (Fax, Archive, etc).
- c. Click the *Select All* button at the top of PADSS. All PAs for the chosen category will be selected.
- d. Click the *Submit Prints* button. The PAs for the selected type of PA export will be:
 1. Made available in IMEPOS for processing of POS claims.
 2. Sent to the RightFax Server where Accepted / Denied letters are sent to providers.
 3. Sent to OneStep where Accepted / Denied letters are mailed to recipients.
 4. Archived for security purposes.
- e. Repeat steps 2 thru 4 for the remaining PA types.

Step 9: Loading PA Data into IMEPOS

- a. Open IMEPOS and choose option 4, Help Desk Menu.
- b. On the help desk menu choose option 2, Maintenance Menu.
- c. Enter the password at the prompt.
- d. On the next menu choose option 3, Load PAs.
- e. Enter the password at the prompt and the following prompt will appear on the screen:
Enter UNIX filename <end> or <dir>:
- f. Type DIR and press enter. All unloaded PAs will appear on the screen.
- g. Type the file name of the PA that needs to be loaded and press enter. Make sure the steps in section 2.2.1 have been performed, otherwise nothing is displayed here.
NOTE: Yes, you have to type the entire filename for each PA file that needs to be loaded.
- h. At the next prompt type YES and press enter. The PA file will load.
- i. Repeat steps 7 and 8 until all PAs are loaded.

Step 10: Updating the Loaded PA Documents

At the beginning of every month a folder and 2 files are created to keep track of all PAs exported from PADSS and PAs loaded into IMEPOS. The first file is an Excel spreadsheet where you record what was exported from PADSS, the other saves the screen dumps from IMEPOS after loading

PAs. These need to be updated every time a PA data is exported from PADSS and loaded into IMEPOS.

NOTE: File locations may vary. Check with an Operations or Data Control Supervisor to verify the correct file locations.

Updating the Excel File:

- a. Go to the [\\Ozzilla\dpdata\PA PRINTS\](#) folder, and select the folder associated with the current year, and then month.
- b. In the folder there is an Excel file called Daily log for <month> PA Prints <year>, or something similar to this.
- c. Open this file and scroll down to the next group of open cells.
- d. Enter the number of fax, archive, POS, and OneStep exports that were made form PADSS for the time of day (8am, 10am, etc.).
- e. Add any necessary comments to the file.
- f. Save the file and exit Excel.

A sample of this file can be seen in APPENDIX C.

Updating the Word File:

- a. Go to the [\\Ozzilla\dpdata\PA PRINTS\](#) folder, and select the folder associated with the current year, and then month.
- b. In the folder there is a word file named for the current date. If this is the first IMEPOS load of the day, create this file.
- c. Open this file.
- d. Copy / Past the screen dump generated while loading PAs in IMEPOS.
- e. Add any necessary comments to the file.
- f. Save the file and exit Word.

A sample of this file can be seen in APPENDIX D: Sample IMEPOS PA Load Screen Dump File.

Step 11: Loading Eligibility

a. Previewing Eligibility Load

Before the eligibility file update can be loaded to the live claims processor, the data submitted from the Data Warehouse must be checked for errors. The steps in this section describe how to do this in the claims processor.

1. To access the Preview Load Eligibility Screen from the Operations Master Menu, choose option 5, *Import Data Warehouse (DW) Updates Menu*, then option 10, *Load Data Warehouse Imports Menu*.
2. On the Operations Data Warehouse Import menu, choose option 3, *Preview Load Eligibility From Data Ware*. This will bring you to the Load Preview prompt.
3. At the prompt enter the full file name of the file you wish to load. If you do not know the file name, use the DIR command to see a list of files in the directory.
4. Enter the name of the file in the prompt and press Enter. You will be prompted to enter the time—within the next 24 hours—when you would like the file to load. To start the process immediately, simply press Enter.
5. You will be prompted again to start the process, change the process execution time or abort the process.

6. Enter S at the prompt. The eligibility file will load immediately or be stored to load at the desired time if one was entered.
 7. After the load is completed, the processor displays total records processed and waits for user to acknowledge results. Type A and press Enter to acknowledge.
 8. The Technician must then review the reports to confirm that there are no serious anomalies.
 9. If errors are found, contact a Data Warehouse technician to resolve the error and create a new eligibility extract.
 10. After a valid time to start is entered, and at time indicated by the user the processor will clear the following two files:
 - ELIG.ERROR
 - MEMBERS.NEW
 11. As the records are read in, a filter is applied to the data to re-organize the member group numbers and associated effective and expiration dates in a hierarchical group order. Any records that have an invalid length in the DW file are not written to the MEMBERS.NEW file, but an entry regarding this will be placed into the ELIG.ERROR file. Any members that have a group number that is outside of the hierarchical group order are still written to the MEMBERS.NEW file but an entry is also written to the ELIG.ERROR file noting this anomaly.
 12. When process completes reading all info from DW feed, it selects the MEMBERS file records each record and then attempts to read the same record from the MEMBERS.NEW file. If a corresponding record for MEMBERS.NEW is NOT found, a comparison is done on the MEMBERS record to properly determine the correct expiration date on all the member groups for the member in questions. This information then is written back to the MEMBERS.NEW file.
 13. This process produces and prints two reports. The first report is a sample of 50 MEMBERS.NEW records at random. The second report is all of the records in ELIG.ERROR.
 14. **IMPORTANT:** The Technician must review the ELIG.ERROR and MEMBERS.NEW file to ensure there are no serious errors.
- b. **Loading the Eligibility File**
- After preparing the eligibility file and checking the file for errors a Technician can now load the file using the following steps. **IMPORTANT:** Performing these steps will immediately update the eligibility file in the LIVE claims processor.
1. To access the Preview Load Eligibility Screen from the Operations Master Menu, choose option 5, *Import DW Updates Menu*, then option 10, *Load Data Warehouse Imports Menu*.
 2. On the Operations Data Warehouse Import menu, choose option 4, *Load Eligibility From Data Warehouse*. This will bring you to the Load prompt.
 3. Here you are prompted to enter the time—within the next 24 hours—when you would like the file to load. To start the process immediately, simply press Enter.
 4. You will be prompted again to start the process, change the process execution time or abort the process.
 5. Enter S at the prompt. The eligibility file will load immediately or be stored to load at the desired time if one was entered.
 6. After the load is complete the process will clear the following 2 two files:

- a. ELIG.ERROR
- b. MEMBERS.B4
7. The POS then a backup of the entire MEMBERS in the MEMBERS.B4 file. The POS then selects all records in the MEMBERS.NEW file and begins to displays records processed during the load.
8. The claims processor will automatically cycle though all records in the MEMBERS.NEW file and perform the following updates and operations:
 - a. Process reads record from MEMBERS.NEW file.
 - b. Process tries to read same record from MEMBERS file, if successful:
 1. Process overlays the MEMBERS record with the MEMBERS.NEW record and writes it to the MEMBERS file.
 - c. If process can't read same record from MEMBERS file:
 1. Process creates a MEMBERS record with the MEMBERS.NEW record and writes it to the MEMBERS file.
 - d. Process then writes a record to the ELIG.ERROR file with a record that indicates a new record was added to MEMBERS file.
9. Process then updates the PHP.NAME index.
10. After all records are processed, the POS will produce a report on all the ELIG.ERROR records for review and then displays total record processed and waits for user to acknowledge results. The Technician must then review at report to confirm that there are no serious anomalies.
11. After this is done, the Eligibility Load process is complete.

c. Loading Provider File, & Member Lock-In Data

Pharmacy, Physician, and Member Lock-In data is all received by the POS Data Warehouse on a regular schedule from Core MMIS. Once these file feeds have been loaded in the POS Data Warehouse, files that can be loaded into the POS Claims Processor are generated. These files must then be loaded into the POS Claims Processor for use during claims adjudication. Data feeds are received from Core MMIS on a regular schedule. All data is prepared for and loaded into the POS Claims Processor Daily, Monday thru Friday.

1. The following steps describe how to load these files into the POS Claims Processor using IMEPROD and IMETEST.
 - a. After verifying with the Data Warehouse that the data feeds are ready and available to load, open IMEPROD or IMETEST.
NOTE: The following steps will work for both programs.
 - b. Open the *Operations Functions* Menu, choose option 5 *Import DW Updates Menu*, and then option 10 *Load from Data Warehouse Feed*.
 - c. Type DIR at the prompt and press Enter. A list of all files available to load will scroll on the screen.
 - d. Verify that the current versions of the following files are present in the directory:
NOTE: YYYYMMDD will be replaced with the current date. File names may not match exactly.
ia_pos_pharmacy_extract_YYYYMMDD.TXT

ia_pos_other_provider_extract_YYYYMMDD.TXT
ia_pos_elig_extract_YYYYMMDD.TXT
ia_pos_physician_lockin_YYYYMMDD.TXT
ia_pos_pharmacy_lockin_YYYYMMDD.TXT

- e. To load each file, type the file name at the prompt and press Enter. If the file name is entered properly, a new prompt will appear requesting the map to use to load the file. Each file has it's own map, as described in the table below:

FILE NAME	MAP TO USE
ia_pos_pharmacy_extract_YYYYMMDD.TXT	Pharmacy
ia_pos_other_provider_extract_YYYYMMDD.TXT	Provider
ia_pos_elig_extract_YYYYMMDD.TXT	Elig
ia_pos_physician_lockin_YYYYMMDD.TXT	Mem.lock.phys
ia_pos_pharmacy_lockin_YYYYMMDD.TXT	Mem.lock.nabp

- f. At the new prompt, type the name of the map associated with the file to be loaded and Press Enter.
g. The load confirmation screen will appear. Type Y and press Enter to load the file. To cancel the load type N and press Enter.
h. If the load is successful the Load Details Screen will confirm the load.
IMPORTANT: The information on this screen will need to be saved in a document for future reference.

2. Creating Data Load Reference Document

While the File Load Confirmation screen is still being displayed, the Technician will want to move this information from the screen into a document for future reference. The following steps describe that process. **NOTE:** File locations may change. Check with an Operations or Data Control Supervisor to verify the correct file locations.

- a. Open the following folder: [\\Ozzilla\dpdata\IOWA\IOWA_POS\File Loads to POS\](#)
b. Within this folder is a sub folder for the current year, and current month.
c. After going to the folder for the current year and month, right click in the folder and select *New / Microsoft Word Document*.
d. Name the file using the following convention:

FILE LOADED	FILE NAME (MMDDYY represents current date)
Pharmacy	PHARMACY LOAD MMDDYY.DOC
Provider	PROVIDER LOAD MMDDYY.DOC
Eligibility	ELIGIBILITY LOAD MMDDYY.DOC
Lock-Ins	LOCKIN LOAD MMDDYY.DOC

- e. Open the file and past the contents of the File Load Details Screen into the document.
f. Save and close the document.

3. Creating Data Load Reference Document

After eligibility data is loaded the system will automatically generate a report. The report checks for errors in eligibility data, and if any are found that information will be recorded in the report. If errors are recorded in the report, re-load the corresponding eligibility data. The data load can also be verified using the following steps:

- a. At Operations Menu choose option 3, Maintenance Menu.
 - b. At the Maintenance Menu choose option 6, Member Maintenance.
 - c. At the Enter Identification (ID) Number prompt enter 9 nines and press Enter. If the nines fill the fields on the following screen then the file was complete and loaded fully.
 - d. Copy the screen and paste it to the Word document. Save the document and exit Word.
 - e. Return to IMEPOS, hit the Enter key twice, and then type DELETE. This will delete the unneeded file.
- d. Loading Provider File, & Member Lock-In Data
- The preferred drug list contains a list of drugs that are accepted for processing without a PA. If a member requests a drug that is listed in the PDL, he or she does not need to file a PA.
1. Adding New (National Drug Codes) NDCs to PDL Rules
 - a. Open Access and open the PDL Rules PDL DB if it does not load automatically.
 - b. On the first screen, click the Maintenance button. This will bring up the Maintenance screen.
 - c. Refresh the list. All new NDCs added since the last refresh will be loaded.
 - d. Minimize Access and open Crystal Reports.
 - e. After Crystal Reports is done loading, hit refresh
 - f. When prompted, hit OK and enter your password.
 - g. Crystal Reports automatically pulls new NDCs from Access and loads them onto the screen.
 - h. After the data is loaded, print the list to a local printer. Return to Access.
 - i. Assign categories to the drugs on the list using the 6-digit NDC number shown on the printout from Crystal Reports.
 - j. After categories have been assigned, verify and / or assign the preferred step order for all new drugs.
 2. Scheduling a Time to Load PDL Rules
 - a. Go see a POS Developer and ask them when to schedule the load of the new PDL data.
 - b. After the POS Developer assigns a date for the load, return to Access, open the maintenance menu and place the load date in the *Start Date* field.
 - c. Click the *Load Changes to Test DB* button. A prompt will say the date has been saved.
 - d. Put the same date in the *Export Drug Date* field.
 - e. Click the *Export New Data to BRUTUS* button.

3. Updating PDL Rules

- a. Make any needed changes to the PDL using the previous steps.
- b. Open Access and go to the Maintenance screen.
- c. Click the *Class Export for Processor* tab.
- d. Enter the class ID number that changes have been made to.
- e. Click *Export Classes to BRUTUS* button.
- f. The updates will appear in IMEPOS.

4. Quality Control

A POS Developer will review a printed list of new PDL Rules added to IMEPOS and report any discrepancies to a Data Control Technician. Generally NDC number 4 indicates an error, and verifications need to be made if that NDC number appears.

e. Medically Needy Adjustments

Every Tuesday, Thursday, and Saturday the Medically Needy Adjustment file is sent to the POS data warehouse from the State MMIS. A medically needy adjustment is the process by which a member moves from having to pay for all of their prescription costs, to having Medicaid cover the entire cost. After the POS data warehouse receives the adjustment file, it is prepared by the data warehouse to be loaded into the POS claims processor the following business day.

f. Full Adjustments

Full adjustments are processed automatically when the Medically Needy adjustment file is loaded into the POS claims processor. The data warehouse prepares this file and a report of claims that will be loaded as part of the full adjustment for verification purposes. The process of loading Full adjustments is described in the following steps.

1. Open IMEPROD and go to the *Operations Functions* menu
2. Choose option 1 *Claims Processing Menu*, and then option 4, *Batch Process Medically Needy Claims*. The prompt shown below in **Error! Reference source not found.** should appear on the screen.
3. At the prompt type *DIR* to display a list of the files available to load. Files will be named using the following convention:
GHSMNDY_RTRN_YYYYMMDD.TXT where YYYYMMDD will be replaced with a current date.
NOTE: If the Data Warehouse provides the correct file name directly to the Technician, step 3 can be skipped.
4. At the prompt, type the file name of the most recent batch file and press Enter. The bath Medically Needy adjustment will process and update claims processor data.

g. Manual Entry of Partial Claims

The second part of the Medically Needy Adjustment is performed on the Manual Entry screen. Every Monday, Wednesday, and Friday a report is delivered to an Operations

Technician listing claims that need to be re-entered into the claims processor to reconcile differences between a Member's current eligibility and the claims they have paid for. The report reflects all claims that need to be re-entered thru the manual claim entry screen. See Appendix E for a sample of a medically needy report. The report will contain all information needed to enter the claim. The most important columns of data are the *BILLED AMT* and *USED AMT* columns. **NOTE:** The manual entry part of the adjustment should only be performed after the full adjustment is loaded.

1. Open IMEPROD, go to the Help Desk Main Menu and choose Manual Claim Entry.
2. Enter the prescription number in the *RX Number* field, the provider number in the *Pharm #* field, and the fill date in the *Fill Date* field.
3. The claims processor will find the associated rejected claim and populate the remaining fields.
4. Enter Y at the prompt at the bottom of the screen. The prompt should read; *CLAIM WAS REJECTED - WANT TO CORRECT (Y/N)?*
5. At the prompt enter 11 to change the *Oth. Pay Code* field. Enter 2 in this field and press enter.
6. If there is a dollar amount listed in the *USED AMT* column, enter 12 at the prompt to change the *Oth. Pay Amt* field. Enter the value from *USED AMT* in the field and press enter.
7. Press C to move to the codes screen. The fields on the bottom half of the screen will change.
8. Enter 9 at the prompt to move to field 9, *Adj Reason Code*. Enter MNA as the reason code. Fields 1 through 8 should be blank or contain only zeros.
9. Press enter again .
10. Press enter at the prompt to cycle the claim. A prompt is immediately returned indicating if the claim was accepted for payment.
11. Press enter again at this prompt to clear the manual entry screen and enter another claim.

Step 12: General Operations Tasks

- a. Review Compound Prescription Details
 1. Open IAPROD or IMETEST, choose *Operations Functions*, then *Claims Processing Functions*, and finally the *Monitor Online Claims* option. The Claim Inquiry screen will load.
 2. Using the search options at the bottom of the screen, navigate to the desired claim and press C. The claim detail screen will appear, displaying the information for the current claim
 3. Type P and press Enter. If the claim is for a compound prescription.
 4. The *Compound Claim Inquiry Screen* shows you the ingredients in the compound, their status as cover or not covered, the quantity dispensed, the cost per unit, the calculated price, and the pricing list (cost basis) the price was calculated from.
 5. Press enter to return to the Claim Inquiry screen.

From the *Compound Claim Inquiry Screen* a Technician can review the pricing for each drug making up the compound, or look at the definition for each drug. The steps in the following sections describe how to do this.

- b. Review Compound Drug Definitions
 - 1. Once on the *Compound Claim Inquiry* screen the *Drug Definition* screen can be displayed by press *M*, and entering the number of the desired drug at the following prompt.
 - 2. After a drug is selected, the *Drug definition* screen for the selected drug is displayed.
 - 3. Press enter to return to the *Compound Claim Inquiry* screen.
NOTE: The *Next* option will display the next NDC listed in the Formulary, not the next NDC listed on the previous screen. Also the *End* and *eXit* options will return to the operations menu, not the previous screen.
- c. Review Compound Drug Pricing
 - 1. From the *Compound Claim Inquiry* screen press *P* to bring up the *Claim Price Detail* screen for compound claims.
 - 2. If more than two drugs make up a compound, press *M* to move to the next screen of price detail.
 - 3. Press *F* to move back to the first screen for price detail.
 - 4. Press enter at any point to return to the *Compound Claim Inquiry Screen*.

Step 13: Testing Changes to POS System

- a. The POS developers often make changes to the POS system. After these changes have been made someone in Data Control is asked to test these changes in the POS Test system. More information on making changes in the POS system can be found in POS Development Operational Procedures. The following steps describe the process of testing changes to the POS system.
 - 1. Open IMEPOS, log in, and choose option 2, *Operations Functions*.
 - 2. On the *Operations Functions* menu and choose option 2, *Claim Entry/Edit*.
 - 3. When prompted the first 2 letters of your initials followed by the \$ symbol. For example, MP\$.
 - 4. When the *Claim Entry Test* screen appears, enter any Rx number and any date. Continue doing this for the Pharm, Card id, Birthdate, and Plan fields.
NOTE: you will need to follow conventions of the field. For example the card ID must be an eight-digit number followed by an A.
 - 5. After the first 4 numbered fields are filled in, some of the remaining 24 should fill automatically.
 - 6. Continue filling the fields with information until you reach the field that needs to be tested.

7. Enter a value in the field that will test the change to the POS processor. A developer will often provide a value.
8. Continue entering data in the fields and when the final field is complete the following prompt will appear at the bottom of the screen:
ENTER LINE# to modify, RETURN to save, or DELETE
—
9. Press enter and the system will tell you if the claim entry is accepted or rejected.

Step 14: Onbase Program Overview

- a. To start OnBase, use the OnBase Client shortcut. This should be available on the desktop of the Technicians workstation. Once the shortcut is opened the Technician will need to enter their user name and password into the logon screen. After a valid user name and password have been entered, the OnBase program will open. To view current workflow items, click the workflow icon, indicated by a red arrow. The Workflow window appears on the screen showing all available information queues in the upper left corner. After selecting a queue, outstanding task and associated images will be loaded. The following sections describe each workflow task—Check entry and POS paper claim entry—in more detail.

1. Paper Claim Processing Once the workflow window is open, the Technician can select the *POS Claims* option and expand the task into its sub categories. The Technician can see if there are any paper claim images in the Paper Claims queue. At any time a Technician can see how many items are in the queues. The numbers of outstanding items associated with any given task are shown in parenthesis.
2. Information required for entering the paper claim into the claims processor must be entered. A Technician must double click the *Done Processing* icon in the upper right corner of the screen to bring up the *Keyword* menu. This allows a Technician to enter the fields of data required for manual claim entry.
3. After the claim entry fields have been filled with data, they can click the *Submit* button, followed by the *OK* button to submit the information to the Data Entry Technician who manually enters the claim.
4. At this point the claim is also moved to the Completed queue. Documents will remain in the Completed queue for 30 days at which time they are archived for up to 18 months.
5. If an image is not readable, a Technician can request the original form from the mailroom by double clicking on the *Original Requested* icon on the right side of the screen. A prompt will appear asking the Technician to confirm the request. Clicking *OK*

will send the request to the mailroom. Once the document is available it will appear in the *Waiting Original* queue.

b. Drug Rebate Check Processing

1. Once the workflow window is open, the Technician can select the *POS Checks* option and expand the task into its sub categories. The Technician can see if there are any check images in the Checks queue. At any time a Technician can see how many items are in the queues. The numbers of outstanding items associated with any given task are shown in parenthesis.
2. By highlighting the Checks queue, a list of all check images will appear below the queue menu. Selecting an item in the check queue will load the check image on the right-hand side of the screen
3. To enter the keyword associated with a check, the Technician must select the desired check, and double click the *Enter Keywords* icon on the far right side of the screen.
4. After keywords are entered and BEFORE clicking on the Submit button, the User must save the image by going to *FILE* and *SAVE AS* to a Word document to be e-mailed to the Drug rebate system.
5. Once image has been saved, the User clicks on Submit button and the image moves to the Completed queue where it will remain for 30 days before being archived.

Forms/Reports: N/A

RFP References: 5.3.2.2, 5.3.2.2.1, 5.3.2.2.2, 5.3.2.2.2.1, 5.3.2.2.2.2, 5.3.2.2.3, 5.3.2.2.4, 5.3.2.2.4.1, 5.3.2.2.5, 5.3.2.2.6, 5.3.2.3.4

Interfaces: MMIS, POS

Attachments: Sample Eligibility Load Screen Dump, Sample MediSpan Drug File Load Screen Dump, Sample PA Export Log File, Sample IMEPOS PA Load Screen Dump File, Sample Medically Needy Adjustment Report

APPENDIX A: Sample Eligibility Load Screen Dump

MEPOP Eligibility Record Counts - PLEASE VERIFY AGAINST PROCESSOR.

Raw File Record Count - 10335 <- this number should be one less than
the processor read-in count because we do not count the 999999...
trailer record.

NOTE - The figures below reflect distinct records loaded, and not the
total number of records in the State file as they often duplicate
records.

Client Records Loaded - 10335

Address Records - 10335

Copay Records - 2862

Elig Records - 46399

TPL Records - 6825

Fed Drug Pgm - 10335

Loaded to IMEPOS and IME-TEST

Passive mode off.

Verbose mode on.

ls

200 Port set to (192.168.192.239,54713).

150 Ascii Data Connection for List Command.

-	rxw rxw ---	10142720	02/04/05	17:23:52	hlthwel	claims
-	rxw rxw ---	10142720	02/04/05	17:29:33	hlthwel	claims.zip

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- rwx rwx ---	9800960	11/15/04	16:53:15	hlthwel	claims2.zip
- rwx rwx ---	5404160	06/09/99	08:43:52	hlthwel	datentry
- rwx rwx ---	253440	01/29/05	13:21:08	hlthwel	dea
- rwx rwx ---	800000	07/11/03	00:22:03	hlthwel	drug-ghs
- rwx rwx ---	43424000	11/17/04	11:56:21	hlthwel	drugref
- rwx rwx ---	170240000	02/05/05	01:14:37	hlthwel	elig
- rwx rwx ---	32000	04/24/01	08:12:53	hlthwel	ghsrx0315
- rwx rwx ---	7453440	07/13/01	08:03:53	hlthwel	hc.out
- rwx rwx ---	9016320	01/19/05	11:49:02	hlthwel	hc8.out
- rwx rwx ---	16640	12/18/03	11:22:45	hlthwel	hfq24
- rwx rwx ---	225280	02/05/05	00:03:04	hlthwel	kdiag
- rwx rwx ---	179200	02/05/05	00:03:04	hlthwel	kproc
- rwx rwx ---	373760	02/05/05	00:02:36	hlthwel	kprov
- rwx rwx ---	40111360	07/11/02	09:42:09	hlthwel	maindd.dat
- rwx rwx ---	2560	01/19/00	15:10:48	hlthwel	ncrs.out
- rwx rwx ---	1136640	02/05/05	00:01:36	hlthwel	pa
- rwx rwx ---	7680	02/01/00	10:10:02	hlthwel	pharms.zip
- rwx rwx ---	29341440	06/01/03	15:22:41	hlthwel	
pop_20021023					
- rwx rwx ---	37310720	05/28/03	16:14:43	hlthwel	
pop_20030514					
- rwx rwx ---	692480	01/29/05	13:21:14	hlthwel	prov
- rwx rwx ---	10240	01/31/05	06:32:33	hlthwel	provdata
- rwx rwx ---	34560	03/29/01	10:59:39	hlthwel	qc.out
- rwx rwx ---	47360	01/07/05	12:12:15	hlthwel	qcdata
- rwx rwx ---	93440	02/05/05	00:11:46	hlthwel	restrict
- rwx rwx ---	15129600	01/23/05	04:07:56	hlthwel	scanner
- rwx rwx ---	139520	01/11/00	23:17:48	hlthwel	yproc

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```
- rwx rwx ---      231680 03/16/01 13:11:45  hlthwel      zproc

226 Data Connection Closed, Transfer Finished, 2000 Bytes Transferred.

get pa

local: pa remote: pa

200 Port set to (192.168.192.239,54714).

150 Ascii Data Connection for 'hlthwel/pack27/mepop/pa'.

226 Data Connection Closed, Transfer Finished, 0 Bytes Transferred.

get elig

local: elig remote: elig

200 Port set to (192.168.192.239,54715).

150 Ascii Data Connection for 'hlthwel/pack27/mepop/elig'.

226 Data Connection Closed, Transfer Finished, 17075072 Bytes
Transferred.

17075072 bytes received in 202 secs (83 Kbytes/sec) get prov

local: prov remote: prov

200 Port set to (192.168.192.239,54720).

150 Ascii Data Connection for 'hlthwel/pack27/mepop/prov'.

226 Data Connection Closed, Transfer Finished, 499998 Bytes
Transferred.

499998 bytes received in 5.15 secs (95 Kbytes/sec) get restrict

local: restrict remote: restrict

200 Port set to (192.168.192.239,54721).

150 Ascii Data Connection for 'hlthwel/pack27/mepop/restrict'.

226 Data Connection Closed, Transfer Finished, 53506 Bytes Transferred.

53506 bytes received in 0.72 secs (73 Kbytes/sec) get dea

local: dea remote: dea

200 Port set to (192.168.192.239,54722).

150 Ascii Data Connection for 'hlthwel/pack27/mepop/dea'.
```

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226 Data Connection Closed, Transfer Finished, 305316 Bytes
Transferred.

305316 bytes received in 4.39 secs (68 Kbytes/sec) get icd9

local: icd9 remote: icd9

200 Port set to (192.168.192.239,54723).

450 File Error: The file, directory, or catalog was not found.

quit

221 Goodbye!

Compressing received files...

Renaming zipped files...

-rw-r--r--	1	root	root	73881	Feb	7	06:33	dea038.gz
-rw-r--r--	1	root	root	1324877	Feb	7	06:33	elig038.gz
-rw-r--r--	1	root	root	23	Feb	7	06:24	pa038.gz
-rw-r--r--	1	root	root	42567	Feb	7	06:33	prov038.gz
-rw-r--r--	1	root	root	12816	Feb	7	06:33	restrict038.gz

Copying to load NFS share...

Moving to archive folder...

Done!

Loaded to IMEPOS

08:16AM 02-

07-2005

UPDATE MEPOP ELIGIBILITY DAILY/MONTHLY FROM UNIX:

ENTER <MONTHLY> OR <DAILY> UPDATE: DAILY

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SLEEP UNTIL WHEN:

Please wait ... Processing starting: 08:16AM

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

ENTER UNIX FILENAME <END> OR <DIR>: elig038.gz

08:16AM 02-

07-2005

UPDATE MEPOP ELIGIBILITY DAILY/MONTHLY FROM UNIX:

ENTER <MONTHLY> OR <DAILY> UPDATE: DAILY

SLEEP UNTIL WHEN:

Please wait ... Processing starting: 08:16AM

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

RECORDS PROCESSED: 10300Hold Entry # 29

Processing Completed: 08:21AM

TOTAL SUB RECORDS LOADED - 10336 TYPE <A>CKNOWLEDGE:

S U B S C R I B E R E N T R Y

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ENTER ID NUMBER 999999999...

1. LAST NAME 99999999999999
2. FIRST NAME
3. MIDDLE INITIAL .
4. ADDRESS 99999999999999999999..
5. CITY 99999999999999999999.....
6. STATE 99 7. ZIP 99999....
8. GENDER (M/F) 9.... 9. DATE OF BIRTH
10. CARRIER CODE

GROUP	EFFECTIVE	TERMINATION
PROGRAM	DATE	DATE
199	10.14.41
299	10.14.41
399	10.14.41
499	10.14.41
599	10.14.41
699	10.14.41
799	10.14.41

enter line number, * to void, delete, return delete

loaded to IME-TEST

07-2005

09:33AM 02-

UPDATE MEPOP ELIGIBILITY DAILY/MONTHLY FROM UNIX:

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Point of Sale Unit

ENTER <MONTHLY> OR <DAILY> UPDATE: daily

SLEEP UNTIL WHEN:

Please wait ... Processing starting: 09:33AM

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

RECORDS PROCESSED:

ENTER UNIX FILENAME <END> OR <DIR>: elig038.gz

07-2005

09:33AM 02-

UPDATE MEPOP ELIGIBILITY DAILY/MONTHLY FROM UNIX:

ENTER <MONTHLY> OR <DAILY> UPDATE: daily

SLEEP UNTIL WHEN:

Please wait ... Processing starting: 09:33AM

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

Iowa Department of Human Services
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Point of Sale Unit

RECORDS PROCESSED: 10300Hold Entry # 22

Processing Completed: 09:34AM

TOTAL SUB RECORDS LOADED - 10336 TYPE <A>CKNOWLEDGE:

S U B S C R I B E R E N T R Y

ENTER ID NUMBER 999999999...

1.	LAST NAME		9999999999999999
2.	FIRST NAME	
3.	MIDDLE INITIAL		.
4.	ADDRESS		9999999999999999999999..
5.	CITY		99999999999999999999.....
6.	STATE	99	7. ZIP 99999....
8.	GENDER (M/F)	9....	9. DATE OF BIRTH
10.	CARRIER CODE	

GROUP	EFFECTIVE	TERMINATION
PROGRAM	DATE	DATE
199	10.14.2241
299	10.14.2241
399	10.14.2241
499	10.14.2241
599	10.14.2241
699	10.14.2241

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799 10.14.2241

enter line number, * to void, delete, return delete

APPENDIX B: Sample MediSpan Drug File Load Screen Dump

Loaded the Medispan file to IME-TEST for the week of 02-09-05 27,374 records

```
* UNIX *                15. WRITE HID CLAIMS TO UNIX
                           ENTER RESPONSE 14
```

Update the MDDB/GPPC files from unix.

PLEASE WAIT ...

MDDB	1000	545	00037381112
MDDB	2000	1152	00074604301
MDDB	3000	1771	00407141441
MDDB	4000	2343	10122020110
MDDB	5000	2804	37205078387
MDDB	6000	3419	49452150002
MDDB	7000	4046	49452211902
MDDB	8000	4675	49452282003
MDDB	9000	5298	49452343002
MDDB	10000	5919	49452579001
MDDB	11000	6560	54569002208
MDDB	12000	7197	54569043407
MDDB	13000	7825	54569095503
MDDB	14000	8417	54569165901
MDDB	15000	9039	54569220000
MDDB	16000	9660	54569275301

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Mddb	17000	10276	54569325601
Mddb	18000	10895	54569378500
Mddb	19000	11533	54569421300
Mddb	20000	12170	54569454200
Mddb	21000	12827	54569483000
Mddb	22000	13454	54569528700
Mddb	23000	14127	54868103703
Mddb	24000	14755	55045157205
Mddb	25000	15446	55887073690
Mddb	26000	16118	65234004890
Mddb	27000	16760	99207048805
GPPC	100		

Press ENTER to return to menu:

NDC 99207048805

ENTRY/EDIT SCREEN FOR FORMULARY MAINTENANCE

1. STATUS	2	2. THERA. CLASS	..
3. PA Eff Date	4. PRIOR AUTH.	0
5. CODE-1	0	6. FEE-CODE	.
7. DESCRIPTION	DYNACIN.....		
8. UNITS	EA	9. STRENGTH	
100MG..			
10. PRICE CODE	.	11. PATIENT LOC	.
12. DAY SUPPLY MA	...	13. DAY SUPPLY MIN	...
14. QUANTITY MA	15. QUANTITY MIN	
.....			
16. NURSE MA DAYS	...	17. NURSE MIN DAYS	...
18. DRUG ALERT	.	19. REVISED DATE	
.....			

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20. DRUG TYPE . 21. 1=MAC 2=EAC 3=MMAC 3
22. SAFE DURATION ... 23. GENERIC CODE
.....
24. DUP CHECK . 25. REJECT CODE .
26. ACT PKG 27. GEN IND 1=MS 2=SS 3=CL 1
28. INNOVATOR IND . 1=MULTI-SOURCE 2=SINGLE-SOURCE 3=CROSS
LICENSE
29. GPI 1=GEN 2=BRAND 3=MS 1

IND	PRICE	DATE	REBATE	IND	EXCLUSION
1	0.77000	09.23.04	10.01.91	1	06.21.04
2	1.18000	10.01.03
3	0.60000	07.07.03
4	0.60000	01.01.03

enter line number, (A)add, (I)insert, (D)delete, (P)page, return

MEDI-SPAN DRUG MAINTENANCE SCREEN

ENTER NDC NUMBER 99207048805

1. FORMAT CODE .. 2. DEA #
3. THERAP. CLASS 081224 4. RX/OTC S
5. UNIT DOSE CODE . 6. GENERIC CD Y..
7. GPI CODE 04000040100110 8. GPPC CODE 00292045

9. DESCRIPTION DYNACIN CAP
100MG.....

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10. DESI CODE	2	11. AWP PRICE	
.....6.68920			
12. AWP DATE	01.31.05	13. SUPERCEDED	
.....			
14. 2ND COST6.13700	15. 2ND DATE	10.08.04
16. HCFA LIMIT PRICE	..1.80000	17. HCFA DATE	05.11.03
18. 2ND HCFA PRICE	..0.78750	19. 2/HCFA DATE	12.07.00
20. STATE FLAG	21. MAINT DRUG	.
22. BRAND NAME CODE	T	23. RT. ADMIN	OR
24. UNIT OF MEASURE	EA	25. 3RD-PARTY RESTRICT	.
26. PKG SIZE	..50.000	27. ORIG PRICE:	4.04620
		CODE.....:	GEAP
		PRICE.....:	4.04620

enter line number, * to void, return

APPENDIX C: Sample PA Export Log File

03.01.05

ARCH	162	13	85	84	80
FAX	314	26	171	172	161
POS	76	15	47	45	53
PRINT	156		99	88	

03.02.05

ARCH	80	30	101	81	72
FAX	154	56	191	160	140

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Point of Sale Unit

POS	44	11	39	43	42
-----	----	----	----	----	----

PRINT	153	31	100	81	
-------	-----	----	-----	----	--

03.03.05

ARCH	123	24	228	143	
------	-----	----	-----	-----	--

FAX	245	47	437	283	
-----	-----	----	-----	-----	--

POS	63	22	79	66	
-----	----	----	----	----	--

PRINT	195		260		
-------	-----	--	-----	--	--

03.04.05

ARCH	136	53	91	76	68
------	-----	----	----	----	----

FAX	260	109	181	147	137
-----	-----	-----	-----	-----	-----

POS	65	40	54	35	34
-----	----	----	----	----	----

PRINT	281	56	100	72	
-------	-----	----	-----	----	--

03.07.05

ARCH	86	81	17	73	129
------	----	----	----	----	-----

FAX	165	148	32	147	249
-----	-----	-----	----	-----	-----

POS	41	48	9	52	49
-----	----	----	---	----	----

PRINT	153		101	78	
-------	-----	--	-----	----	--

03.08.05

ARCH	93	23	70	77	110
------	----	----	----	----	-----

FAX	182	46	140	152	216
-----	-----	----	-----	-----	-----

POS	54	19	34	42	64
-----	----	----	----	----	----

PRINT	226		93	80	
-------	-----	--	----	----	--

03.09.05

ARCH	119	18	203	27	109
FAX	235	35	414	36	222
POS	65	3	99	4	64
PRINT	235		232	14	114

APPENDIX D: Sample IMEPOS PA Load Screen Dump File

LOAD MEPOP *PA* RECORDS FROM UNIX.

ENTER UNIX FILENAME (END) (DIR): DIR

-rwxr-xr-x 1 load load 3433 Mar 1 08:38
/load/padss-110968432743

639532.gz

ENTER UNIX FILENAME (END) (DIR): PADSS-110968432743639532.GZ

ENTER THE WORD 'YES' TO START: YES

PLEASE WAIT ...

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

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START TIME - 08:42:17

END TIME - 08:42:18

TOTAL RECORDS LOADED - 76 PRESS [RETURN]

LOAD MEPOP *PA* RECORDS FROM UNIX.

ENTER UNIX FILENAME (END) (DIR): DIR

-rwxr-xr-x 1 load load 841 Mar 1 10:12
/load/padss-110968995281

616087.gz

ENTER UNIX FILENAME (END) (DIR): PADSS-110968995281616087.GZ

ENTER THE WORD 'YES' TO START: YES

PLEASE WAIT ...

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

Iowa Department of Human Services
Iowa Medicaid Enterprise (IME)
Point of Sale Unit

START TIME - 10:24:47

END TIME - 10:24:48

TOTAL RECORDS LOADED - 15 PRESS [RETURN]

LOAD MEPOP *PA* RECORDS FROM UNIX.

ENTER UNIX FILENAME (END) (DIR): DIR

-rwxr-xr-x 1 load load 2167 Mar 1 12:45
/load/padss-110969913168
755424.gz

ENTER UNIX FILENAME (END) (DIR): PADSS-110969913168755424.GZ

ENTER THE WORD 'YES' TO START: YES

PLEASE WAIT ...

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

START TIME - 13:13:52

END TIME - 13:13:52

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Point of Sale Unit

TOTAL RECORDS LOADED - 47 PRESS [RETURN]

LOAD MEPOP *PA* RECORDS FROM UNIX.

ENTER UNIX FILENAME (END) (DIR): DIR

-rwxr-xr-x 1 load load 2102 Mar 1 14:05
/load/padss-110970391619
654124.gz

ENTER UNIX FILENAME (END) (DIR): PADSS-110970391619654124.GZ

ENTER THE WORD 'YES' TO START: YES

PLEASE WAIT ...

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

START TIME - 14:48:13

END TIME - 14:48:13

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TOTAL RECORDS LOADED - 45 PRESS [RETURN]

LOAD MEPOP *PA* RECORDS FROM UNIX.

ENTER UNIX FILENAME (END) (DIR): dir

-rwxr-xr-x 1 load load 2430 Mar 1 16:15
/load/padss-110971169789031704.gz

ENTER UNIX FILENAME (END) (DIR): padss-110971169789031704.gz

ENTER THE WORD 'YES' TO START: yes

PLEASE WAIT ...

PLEASE WAIT WHILE FILE IS UNCOMPRESSED...

START TIME - 16:24:22

END TIME - 16:24:22

TOTAL RECORDS LOADED - 53 PRESS [RETURN]

